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Adm-13.5

Executive Registry
69-3288/3

02 SEP 1969

MEMORANDUM FOR: Executive Director-Comptroller

SUBJECT : Establishment of a Self-Bussing System in the
Headquarters Building Cafeterias

REFERENCE : Memo dtd 20 Jun 69 to Exec Dir-Compt fr DDS,
Subj: Self-Bussing in Headquarters Building Cafeterias

1. This memorandum contains in paragraph 4 a recommendation for your approval.

2. Because of a delay in the delivery of equipment, the trial period authorized in the reference for self-bussing in the North Cafeteria was finally set for 13-27 August. Announcements (Attachment 1) were distributed to all customers in the North Cafeteria as they passed through the cashier stations on the 11th, 12th, and 13th of August. Survey questionnaires (Attachment 2) were distributed in the same way on the 19th, 21st, and 26th. Publicity for the trial period was limited to handouts in the North Cafeteria so that the test could be conducted and evaluated under conditions which would be as close to normal as possible. Based on the official patronage count 11-13 August, it is estimated that notices were distributed.

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3. A detailed analysis of the 503 questionnaires returned is contained in Attachment 3. Of these, 338 (70 percent) indicated that the respondents thought that the establishment of self-bussing on a permanent basis would be an improvement, 352 (72 percent) indicated that there would be no objection to self-bussing, and 38 (8 percent) indicated that the respondents were neutral in this respect. The single largest response to the questionnaire indicated that 391 (82 percent) of the respondents thought that there were more cleared tables available under the self-bussing system.


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Building Cafeterias**

4. In view of Government Services, Incorporated's (GSI) position indicated in the reference and in light of the results of the self-bussing test, it is recommended that GSI be instructed to establish a self-bussing system in the North and South Cafeterias of the Headquarters Building as soon as practicable.


K. L. Bannerman
Deputy Director
for Support

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Atts

The recommendation contained in paragraph 4 is approved.

L. K. White
Executive Director-Comptroller

Date

Distribution:

- Orig. - OL/LSD w/atts
- 1 - Exec Dir-Compt w/atts
- 1 - ER w/atts
- 2 - DDS w/atts
- 1 - OL Official w/atts

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SELF-BUSSING

On the recommendation of the Employees' Cafeteria Committee, self-bussing will be tried out in the North Cafeteria for a period of two weeks commencing on Wednesday, 13 August 1969.

The main purpose of the trial run is to determine the effectiveness of self-bussing in meeting the complaint of many cafeteria patrons that during peak luncheon periods it is often difficult to find a cleared table. Self-bussing in cafeterias of other agencies and departments has resulted also in a more pleasant atmosphere brought about by a decrease in the noise level and a general improvement in the appearance of the eating area. Patrons will be given an opportunity to record their opinions during the course of the trial.

Patrons are requested to leave their dishes on the trays while eating and, after eating, to place the trays with the dirty dishes on them in the mobile carts which will be stationed in the area.

Your cooperation will be appreciated.

SELF-BUSSING SURVEY

Your help in evaluating the self-bussing experiment now underway in the North Cafeteria is requested. Please fill this out and place it in the box as you leave the cafeteria.

NOTE: If you have already submitted a survey form, please do not fill out this one.

- | | Circle One | | |
|--|------------|-------|-----------|
| | More | Less | Same |
| 1. Dish and silverware noise. | | | |
| 2. Availability of clean tables. | More | Fewer | Same |
| 3. Does cafeteria appear to be cleaner and less cluttered overall? | Yes | No | Same |
| 4. All things considered, do you think that the establishment of a self-bussing system permanently in both cafeterias would be an improvement? | Yes | No | Undecided |
| 5. Would you object to the establishment of self-bussing permanently? | Yes | No | Neutral |

COMMENTS: _____

ANALYSIS OF SELF-BUSSING QUESTIONNAIRES North Cafeteria

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1. Number of persons processed by cashiers

19 August
21 August
26 August
Total.....
Average.....

2. Number questionnaires returned

19 August 298
21 August 137
26 August 68
Total..... 503

3. Replies to questions

a. Dish and silverware noise.

	<u>More</u>	<u>Less</u>	<u>Same</u>
19 August	12	197	77
21 August	6	102	24
26 August	1	42	21
	19(4%)	341(71%)	122(25%)

b. Availability of clean tables.

	<u>More</u>	<u>Fewer</u>	<u>Same</u>
19 August	228	11	49
21 August	109	4	16
26 August	54	1	8
	391(82%)	16(3%)	73(15%)

c. Does cafeteria appear to be cleaner and less cluttered overall?

	<u>Yes</u>	<u>No</u>	<u>Same</u>
19 August	192	48	49
21 August	95	21	16
26 August	42	10	11
	329(68%)	79(17%)	76(15%)

d. All things considered, do you think that the establishment of a self-bussing system permanently in both cafeterias would be an improvement?

	<u>Yes</u>	<u>No</u>	<u>Undecided</u>
19 August	198	52	42
21 August	96	26	11
26 August	44	12	7
	338(70%)	90(18%)	60(12%)

e. Would you object to the establishment of self-bussing permanently?

	<u>Yes</u>	<u>No</u>	<u>Neutral</u>
19 August	55	209	27
21 August	30	96	8
26 August	13	47	3
	98(20%)	352(72%)	38(8%)

NOTES

- (1) Percentages are rounded off to the nearest whole number.
- (2) Of the written comments received, the largest single group (roughly 12 percent of the questionnaires returned) concerned the possibility of reduction in prices as a result of the lower labor cost with the use of self-bussing system.

The next largest group of comments (roughly 8 percent) were expressions concerning the food served: quality, quantity, not hot, etc.

The third largest group of comments (roughly 6 percent) were expressions in favor of self-bussing.

A number of constructive comments concerning the condition of the trays and tables and the location and condition of the tray carts were also submitted. These will be taken up with the cafeteria manager.

- (3) As indicated in 1. above, the average number of patrons served on the questionnaire days was . The fact that this figure was lower by than the average for four representative days in February can be attributed to vacations and good, summer weather.

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